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ATTY. DOCKET NO. 07117.10501	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Bagenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
R.S	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
R.S	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
R.S	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
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FOREIGN PATENT DOCUMENTS

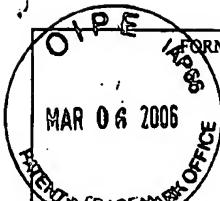
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R.S	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

R.S	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O2; News Release; May 10, 2005
R.S	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys
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EXAMINER 	DATE CONSIDERED 1/4/07
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	



FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

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ATTORNEY/AGENT NO. 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Bagenstoss et al.		GROUP 3643- 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA	5,206,903	4/27/1993	Kohler et al.	379	309	12/26/1990
R.S	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
R.S	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
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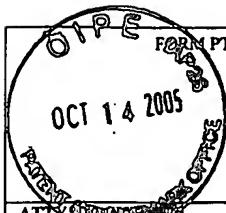
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER <i>George J. Bagenstoss</i>	DATE CONSIDERED 1/4/07
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	



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ATTN: <i>Baggenstoss et al.</i> 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.	GROUP 2614	

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>R.S</i>	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
<i>R.S</i>	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
<i>R.S</i>	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
<i>R.S</i>	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
<i>R.S</i>	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
<i>R.S</i>	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
<i>R.S</i>	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
<i>R.S</i>	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
<i>R.S</i>	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

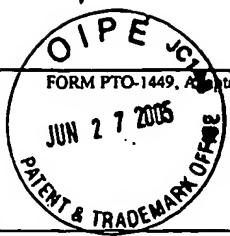
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EXAMINER <i>Baggenstoss et al.</i>	DATE CONSIDERED <i>1/4/07</i>
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ATTY. DOCKET NO. 07117.105017		SERIAL NO. 10/733,137	FILING DATE December 11, 2003				
APPLICANT Bagenstoss et al.		GROUP 2642		2614			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME		CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA 5,513,308	4/30/1996	Mori, Toshiya		395	155	9/1/1993
R.S	AB 6,340,977 B1	1/22/2002	Lui et al		345	709	5/7/1999
R.S	AC 2002/0118220 A1	8/29/2002	Lui et al.		345	709	11/20/2001
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FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	NAME		TRANSLATION YES NO.	
R.S	AK WO 2000/68769	11/16/2000	PCT	Lui et al.			
	AL						
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)							
R.S	AM		Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26				
R.S	AN		Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12				
R.S	AO		Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages				
R.S	AP		Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12				
	AQ						
EXAMINER <i>R.S.</i>			DATE CONSIDERED <i>1/4/07</i>				
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ATTY. DOCUMENT NO. 07117105017	SERIAL NO. 10733,137	FILING DATE December 11, 2003
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APPLICANT Baggenstoss et al.	GROUP 2642 2614
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA 3,245,157	4/12/1966	Laviana, D.W.	35	9	10/4/1963
R.S	AB 5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
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FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
R.S	AM WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.	
R.S	AN WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.	
R.S	AO WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.	
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER	<i>Baggenstoss, S.</i>	DATE CONSIDERED	1/4/07
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FORM PTO-1449, Adapted

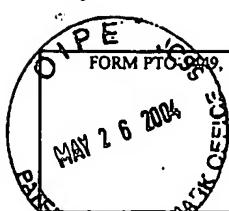
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APPLICANT Baggerstoss et al.		GROUP 2642 2614					
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
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FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO	
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)							
R.S	AP		Knowlagent; <i>Knowlagent r7 Capabilities and Technologies Overview</i> ; June 10, 2004; pp. 1-20				
R.S	AQ		Knowlagent; Marketing document from website; www.knowlagent.com ; (August, 2004)				
EXAMINER	<i>Elspeth S</i>			DATE CONSIDERED 1/4/07			
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LIST OF INFORMATION DISCLOSED BY APPLICANT (Use several sheets if necessary)							
ATTY. REF. NO. 07117.10507		SERIAL NO. 10/733,137	FILING DATE December 11, 2003				
APPLICANT Baggerstoss et al.		GROUP -3642	2614				
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
R.S	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)							
R.S	AP		Affidavit for John McIlwaine dated September 20, 2004				
R.S	AQ		Star Trainer; <i>Simulation Training for Call Center Agents</i>				
EXAMINER <i>R.S. Baggerstoss</i>				DATE CONSIDERED 1/4/07			
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							



FORM PTO-949, Adapted

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ATTY. DOCKET NO.
07117.103017SERIAL NO.
10/733,137FILING DATE
December 11, 2003APPLICANT
Bagenstoss et al.GROUP
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA 5,914,951	6/22/1999	Bentley et al.			4/16/1996
R.S	AB 6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
R.S	AC 6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
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FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
R.S	AN WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.	
	AO				

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

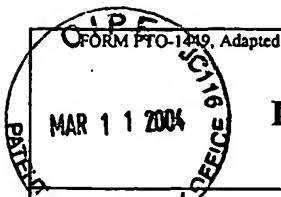
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1/4/07

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MAR 11 2004

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APTX. DOCKET NO.
071151050SERIAL NO.
10/733,137FILING DATE
December 11, 2003APPLICANT
Baggerstoss et al.

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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
R-S	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969	
R-S	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971	
R-S	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986	
R-S	AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985	
R-S	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987	
R-S	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988	
R-S	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989	
R-S	AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990	
R-S	AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991	
R-S	AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991	
R-S	AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992	
R-S	AL	5,311,422	5/10/1994	Loftin et al.			6/28/1990	
R-S	AM	5,384,841	1/24/1995	Adams et al.			10/27/1993	
R-S	AN	5,416,694	5/16/1995	Parrish et al.			2/28/1994	
R-S	AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994	
R-S	AP	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994	
R-S	AQ	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994	
R-S	AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995	
R-S	AS	5,583,965	12/10/1996	Douma et al.			9/12/1994	
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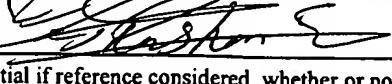
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APPLICANT Bagenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R-S	BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
R-S	BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
R-S	BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
R-S	BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
R-S	BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
R-S	BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
R-S	BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
R-S	BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
R-S	BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
R-S	BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
R-S	BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
R-S	BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
R-S	BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
R-S	BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
R-S	BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
R-S	BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
R-S	BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
R-S	BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
R-S	BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996

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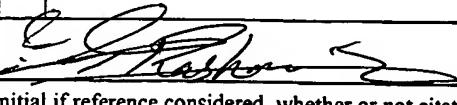
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U.S. PATENT DOCUMENTS								
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<i>RS</i>	CA	5,877,954	3/2/1999	Klimasauskas et al.	—	—	5/3/1996	
<i>RS</i>	CB	5,903,641	5/11/1999	Alan V. Tonisson	—	—	1/28/1997	
<i>RS</i>	CC	5,904,485	5/18/1999	David M. Siefert	—	—	11/4/1994	
<i>RS</i>	CD	5,911,134	6/8/1999	Castonguay et al.	—	—	10/12/1990	
<i>RS</i>	CE	5,915,973	6/29/1999	Hoehn-Saric et al.	—	—	3/11/1997	
<i>RS</i>	CF	5,937,037	8/10/1999	Karnel et al.	—	—	1/28/1998	
<i>RS</i>	CG	5,943,416	8/24/1999	Doug Gisby	—	—	2/17/1998	
<i>RS</i>	CH	5,946,375	8/31/1999	Pattison et al.	—	—	5/12/1997	
<i>RS</i>	CI	5,946,387	8/31/1999	Alex Miloslavsky	—	—	2/19/1997	
<i>RS</i>	CJ	5,947,747	9/7/1999	Walker et al.	—	—	5/9/1996	
<i>RS</i>	CK	5,957,659	9/28/1999	Amou et al.	—	—	6/5/1997	
<i>RS</i>	CL	5,963,635	10/5/1999	Szlam et al.	—	—	12/12/1996	
<i>RS</i>	CM	5,971,271	10/26/1999	Wynn et al.	—	—	6/24/1997	
<i>RS</i>	CN	5,991,394	11/23/1999	Dezonno et al.	—	—	2/5/1998	
<i>RS</i>	CO	6,014,134	1/11/2000	Bell et al.	—	—	8/23/1996	
<i>RS</i>	CP	6,038,544	3/14/2000	Machin et al.	—	—	2/26/1998	
<i>RS</i>	CQ	6,039,575	3/21/2000	L'Allier et al.	—	—	10/24/1996	
<i>RS</i>	CR	6,044,355	3/28/2000	Crockett et al.	—	—	7/9/1997	
<i>RS</i>	CS	6,044,368	3/28/2000	James Karl Powers	—	—	4/30/1998	
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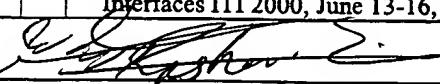
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APPLICANT Baggenstoss et al.		GROUP 2614

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)		
R.S	GA	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
R.S	GB	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
R.S	GC	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
	GD	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages
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<i>RS</i>	FA	6,535,600 B1	3/18/2003	Fisher et al.	—	—	12/6/1999	
<i>RS</i>	FB	6,553,114 B1	4/22/2003	Fisher et al.	—	—	12/6/1999	
<i>RS</i>	FC	6,559,867 B1	5/6/2003	Kotick et al.	—	—	11/24/1999	
<i>RS</i>	FD	6,628,777 B1	9/30/2003	McIlwaine et al.	—	—	11/16/1999	
<i>RS</i>	FE	2003/0033184 A1	2/13/2003	Benbassat et al.	—	—	6/10/2002	
FOREIGN PATENT DOCUMENTS								
		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.		
<i>RS</i>	FF	WO 98/22864	5/28/1998	PCT	Mann et al.	—	—	
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)								
<i>RS</i>	FG	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287						
<i>RS</i>	FH	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997						
<i>RS</i>	FI	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12						
<i>RS</i>	FJ	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001						
<i>RS</i>	FK	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)						
<i>RS</i>	FL	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814						
<i>RS</i>	FM	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122						
<i>RS</i>	FN	Envision Telephony; <i>Click2Coach</i> ; (2001)						
<i>RS</i>	FO	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)						
<i>RS</i>	FP	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000						
<i>RS</i>	FQ	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164						
EXAMINER 				DATE CONSIDERED <i>1/4/07</i>				
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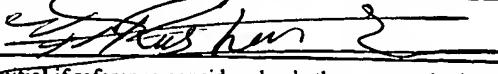
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	EA 6,163,607	12/19/2000	Bogart et al.			11/3/1998
R.S	EB 6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
R.S	EC 6,171,109 B1	1/9/2001	Setsuo Ohsuga			6/18/1997
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R.S	EM 6,324,282 B1	11/27/2001	McIlwaine et al.			3/2/2000
R.S	EN 6,347,139 B1	2/12/2002	Fisher et al.			12/6/1999
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R.S	ER 6,459,787 B2	10/1/2002	McIlwaine et al.			9/10/2001
R.S	ES 6,510,221 B1	1/21/2003	Fisher et al.			12/6/1999

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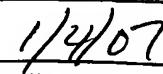
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APPLICANT Bagenstoss et al.	GROUP 2614	

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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	DA	6,052,460	4/18/2000	Fisher et al.			12/17/1997
R.S	DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
R.S	DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
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R.S	DL	6,119,097	9/12/2000	David Ibarra			11/26/1997
R.S	DM	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
R.S	DN	6,134,539	10/17/2000	O'Connor et al.			12/22/1998
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